

SHAPE YOUR STORY

Recruitment Information Pack



Senior Administrative Assistant



Our Vision

To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.

WeCare about our ambition for excellence

Our WeCare values shape everything that we do, every single day. They are visible in every interaction we have with each other, our patients, their families and our partners.

WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door, to the care and compassion they receive when they are discharged. WeCare that the people who join our trust will hold the same values as we do, so our values are embedded within our recruitment and selection processes. WeCare that you feel valued working here, so our values also guide our training and development and performance and talent management. WeCare about working with suppliers that live and breathe our values too.

We have come a long way on our journey to delivering safe and compassionate care. By embracing these values as the way we behave around here, we will achieve our ambition for excellence.

Value	Key behaviours
W WELCOMING	<ul style="list-style-type: none"> Introduce yourself by saying "Hello, my name is ..." Smile and acknowledge the other person(s) presence Treat others as you would wish others to treat you Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors
E ENGAGING	<ul style="list-style-type: none"> Get involved in making improvements and bring others with you Encourage feedback from patients and colleagues and respond to it Acknowledge efforts and successes; say thank you Use feedback to make improvements, and empower colleagues to do this without needing to seek permission Appreciate that this may be a new experience for patients and colleagues; help them to become comfortable
C COLLABORATIVE	<ul style="list-style-type: none"> Give time and energy to developing relationships within and outside own team Demonstrate pride in Team Barts Health Respect and utilise the expertise of colleagues Know your own and others' part in the plan
A ACCOUNTABLE	<ul style="list-style-type: none"> Always strive for the highest possible standard Fulfil all commitments made to colleagues, supervisors, patients and customers Take personal responsibility for tough decisions and see efforts through to completion Admit mistakes, misjudgements, or errors; immediately inform others when unable to meet a commitment; don't be afraid to speak up to do the right thing Do not pretend to have all the answers; actively seek out those who can help
R RESPECTFUL	<ul style="list-style-type: none"> Be helpful, courteous and patient Remain calm, measured and balanced in challenging situations Show sensitivity to others' needs and be aware of your own impact Encourage others to talk openly and share their concerns
E EQUITABLE	<ul style="list-style-type: none"> Value the perspectives and contributions of all and ensure that all backgrounds are respected Recognise that individuals may have different strengths and needs, and that different cultures may impact on how people think and behave. Be curious to find out Work to enact policies, procedures and processes fairly Be open to change and encourage open, honest conversation that helps foster an inclusive work and learning environment Remember that we all have conscious and unconscious bias; get to know what yours are, and work to mitigate them



Job Particulars

Job Title	<i>Senior Administrative Assistant</i>
Pay Band	<i>Band 4</i>
Location	<i>Trust wide</i>
Reports to	<i>Volunteer Manager</i>
Responsible to	<i>This would normally be the head of service – job title</i>

1. Job Purpose

Barts Health Volunteer service is an innovative and exciting volunteer service supporting the many functions of the hospital by involving volunteers from the community to support a plethora of services across the hospitals.

Volunteers play an instrumental role in improving the experience of patients, staff and visitors and there are currently over a 1,000 active volunteers. However we are committed to continually growing and improving voluntary services and looking for a motivated individual to join the team and help us to deliver the service.

We are recruiting for an experienced administrator who enjoys working with people from different backgrounds to develop and run the administrative functions of the service including the recruitment, deployment and support of the volunteers in their role.

You will need to have some experience of working with volunteers or in a people-facing capacity and knowledge of using databases and software to an intermediate level.

Each day is different and varied and you will have the opportunity to hone your administration skills and experience whilst supporting this well-respected service.

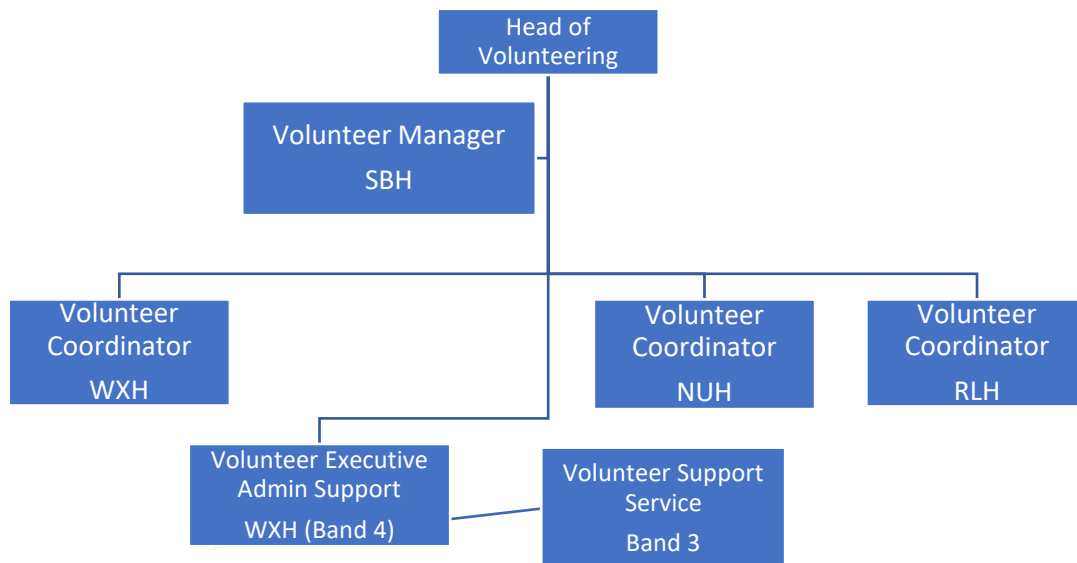
2. Key Working Relationships

Internal	External
Patient Experience team	Barts Charity
Nursing directorate	Schools and colleges
Chaplaincy	ICS
Serco/facilities	NHS England/I
HR	HelpForce
Local Operations team	Royal Voluntary Service
	Volunteer Hospital Network

3. Structure Chart

Include your departmental structure





4. Main duties, responsibilities and results areas

Administration duties include:

- Assist in the processing of volunteer applications and coordinate the arrangement of volunteer interviews, inductions and training requirements
- Coordinate the processing of volunteer registration including DBS applications, ID checks, reference checks and occupational health checks. Actively monitor the processing of applicants registration, providing regular updates to the Volunteer Coordinators, and to work towards specified targets for length of time for the applications process
- Liaise with designated leads and volunteers regarding the placement of volunteers when cleared to start and provide volunteers with information and documentation
- Actively monitor the mandatory training compliance records of active volunteers and liaise with volunteers and managers regarding compliance
- Support the day to day management of volunteers on site ensuring that they are deployed efficiently
- Deal with complaints and escalate to the Head of Volunteering or Volunteer Manager if necessary



Communication and Relationships

- Support staff requiring volunteers across the Trust ensuring that volunteer provide the requested service and deal with any issues efficiently
- Monitor and action communications to the volunteer department through the volunteer inbox, over the phone and in writing
- Handle all enquiries in a courteous and sympathetic manner and observe Confidentiality Policy at all times. Ensure Trust HR and Volunteering Policies and procedures relating to confidentiality and data protection are adhered to at all times e.g. security of (PII) personal identifiable information
- Highlight any problems with administrative systems or delays in processing application with the Volunteer Manager ensuring that any issues to on-boarding volunteers are dealt with efficiently to avoid complaints
- Communicate in a welcoming and professional manner ensuring a customer friendly service is provided and is sensitive to the needs of volunteers and staff and adheres to Trust HR policies relating to equality and diversity when communicating
- Actively promote the employer and department e.g. Volunteer vacancies by telephone, face to face and at public events and spaces

Planning and organising

- Actively monitor the volunteer inbox and liaise with the volunteer coordinator regarding outstanding issues
- Maintain online filing systems and processes for volunteer information using initiative to implement new systems to improve ways of working
- Process correspondence manually or via data entry and volunteer management systems
- Plan and organise own workload to ensure the recruitment service standards are achieved by direction from the Volunteer Coordinators and Volunteer Manager
- Safe use of equipment issued on a personal basis

5. Working conditions

Criteria	Description
Physical	You will be expected to work across the different hospitals and to travel as required. There are limited options for homeworking with this role as this is a front line role and can at times be physically demanding



Emotional	A high level of emotional intelligence is required to deal with ad hoc situations that arise when managing and working with volunteers which can be emotionally demanding.
Working Conditions	You will be expected to deal with challenging and arising situations on a daily basis. This will require the ability to actively listen and have good interpersonal skills to manage complex relationships and ensure that governance and policy is upheld. Your role will require the ability to multi-task and be able to utilise complex software packages as required. The role occasionally requires moving around to different sites to manage the day to day operation of the programme.
Mental	This post will involve day-to-day contact with volunteers, patients and carers and it is possible that the post holder will be required to deal with emotional and distressed individuals. Full support and training will be provided.

NHS Manager's Code of Conduct

As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002). www.nhsemployers.org/

Safeguarding adults and children

Employees must be aware of the responsibilities placed on them to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager, consultant (October 2002). www.nmc-uk.org/

Person Specification



Domain	Essential Criteria	Desirable Criteria
Qualifications	Basic Skills Level 3 English and Maths Qualification up to a BTECH Business or similar relevant experience Level 3 Basic ICT and Mircrosoft office skills or relevant experience	Business Qualification
Experience	Experience of working with volunteers in a healthcare setting Experience of working with complex administrative processes Experience of using software and other ICT applications Experience of working in a busy operational area with changing and conflicting demands	Experience of using Better Impact software Experience of managing complaints
Knowledge	Knowledge of working with people from all backgrounds Knowledge of managing administration systems and processes	Knowledge of the voluntary sector
Skills	Good communication skills Able to prioritise efficiently Good organisational skills	
Other	Able to be flexible to meet changing demands e.g. working across sites Able to efficiently manage work load	





About Barts Health

Our group of hospitals provide a huge range of clinical services to people in east London and beyond.

We operate from four major hospital sites (The Royal London, St Bartholomew's, Whipps Cross and Newham) and a number of community locations, including Mile End hospital. Around 2.5 million people living in east London look to our services to provide them with the healthcare they need.

The Royal London in Whitechapel is a major teaching hospital providing local and specialist services in state-of-the-art facilities. Whipps Cross in Leytonstone is a large general hospital with a range of local services. Newham in Plaistow is a busy district hospital with innovative facilities such as its orthopaedic centre. Mile End hospital is a shared facility in Mile End for a range of inpatient, rehabilitation, mental health and community services. And St Bartholomew's in the City, London's oldest hospital, is a regional and national centre of excellence for cardiac and cancer care.

As well as district general hospital facilities for three London boroughs, Tower Hamlets, Waltham Forest and Newham, we have the largest cardiovascular centre in the UK, the second largest cancer centre in London, an internationally-renowned trauma team, and the home of the London Air Ambulance. The Royal London also houses one of the largest children's hospitals in the UK, a major dental hospital, and leading stroke and renal units.

We're also proud to be part of UCLPartners, Europe's largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gain for patients and populations through partnership across settings and sectors, and through excellence in education.

